

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	36	"customer service" and (comment or feedback)	EPO; JPO; DERWENT	OR	ON	2006/01/18 12:51
L2	138310	(comment or feedback)	EPO; JPO; DERWENT	OR	ON	2006/01/18 12:51
L3	5	online and feedback and comment	EPO; JPO; DERWENT	OR	ON	2006/01/18 12:54
L4	48	feedback and comment	EPO; JPO; DERWENT	OR	ON	2006/01/18 12:52
L5	143	online and feedback	EPO; JPO; DERWENT	OR	ON	2006/01/18 12:54

L17	292	(US-6345288-\$ or US-5185785-\$ or US-6298125-\$ or US-6450407-\$ or US-5864609-\$ or US-6128645-\$ or US-6532465-\$ or US-6298126-\$ or US-5553059-\$ or US-5822324-\$ or US-5835130-\$ or US-6292210-\$ or US-6385646-\$ or US-6055567-\$ or US-6134235-\$ or US-6334116-\$ or US-6192050-\$ or US-6317592-\$ or US-6115742-\$ or US-5291543-\$ or US-5867665-\$ or US-5867667-\$ or US-5870562-\$ or US-6026430-\$ or US-6061436-\$ or US-6078657-\$).did. or (US-4804957-\$ or US-5287270-\$ or US-5325290-\$ or US-5467269-\$ or US-5748104-\$ or US-5892758-\$ or US-5289371-\$ or US-5852809-\$ or US-5781620-\$ or US-6084583-\$ or US-6178446-\$ or US-6282522-\$ or US-5523868-\$ or US-6044368-\$ or US-6118780-\$ or US-5315641-\$ or US-5335278-\$ or US-5528507-\$ or US-5528675-\$ or US-5537467-\$ or US-5553056-\$ or US-5621720-\$ or US-5682482-\$ or US-5742668-\$ or US-5742905-\$ or US-5764741-\$ or US-5778116-\$).did. or (US-5799072-\$ or US-5805458-\$ or US-5818725-\$ or US-5862203-\$ or US-5914951-\$ or US-5917817-\$ or US-5970473-\$ or US-6069945-\$ or US-6072858-\$ or US-6219354-\$ or US-6222520-\$ or US-6263066-\$ or US-6263077-\$ or US-6292830-\$ or US-6314457-\$ or US-6339593-\$ or US-6363079-\$ or US-6385302-\$ or US-6415018-\$ or US-6456615-\$ or US-6459697-\$ or US-6732188-\$ or US-6058435-\$ or US-4161720-\$ or US-6052675-\$ or US-6208973-\$ or US-4322842-\$).did. or (US-4797913-\$ or US-5023904-\$ or US-5355404-\$ or US-4517562-\$ or US-5247670-\$ or US-5500891-\$ or US-5574782-\$ or US-5983196-\$ or US-6278980-\$ or US-4788718-\$ or US-5933490-\$ or US-6442169-\$ or US-6789103-\$ or US-6842769-\$ or US-5937047-\$ or US-5734838-\$ or US-5999811-\$ or US-6718226-\$ or US-5862325-\$ or US-6088717-\$ or US-5539635-\$ or US-6061660-\$ or US-5826244-\$ or US-5948054-\$ or US-6078906-\$ or US-6177932-\$ or US-6542489-\$).did. or (US-5930779-\$ or US-5337351-\$ or US-5446880-\$ or US-6134591-\$ or US-6850963-\$ or US-6067559-\$ or US-6205470-\$ or US-6220680-\$	USPAT	OR	ON	2006/01/18 13:05
Search History 1/18/06 1:24:37 PM Page 2 C:\Documents and Settings\Reagan\My Documents\FAST\Workspaces\09344795.wsp						

L18	97	("6345288" "5185785" "6298125" "6450407" "5864609" "6128645" "6532465" "6298126" "5553059" "5822324" "5835130" "6292210" "6385646" "6055567" "6134235" "6334116" "6192050" "6317592" "6115742" "5291543" "5867665" "5867667" "5870562" "6026430" "6061436" "6061436" "6078657" "4804957" "5287270" "5325290" "5467269" "5748104" "5892758" "5289371" "5852809" "5781620" "6084583" "6178446" "6282522" "5523868" "6044368" "6118780" "5315641" "5335278" "5528507" "5528675" "5537467" "5553056" "5621720" "5682482").pn.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/18 13:06
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L21	91	("5481464" "5682421" "5727055" "5892430" "6061439" "6061439" "6078652" "6125282" "6233566" "6915336" "6340218" "5668955" "6253193" "6363488" "6389402" "6427140" "6181775" "4755985" "4811382" "4919545" "5189663" "5222908" RE34380 "5369691" "5414752" "5426688" "5699276" "5751789" "5784443" "5787347" "5785548" "5790631" "5805997" "5828978" "5835575" "5859895" "5949856" "5949763" "5961593" "6014430" "6038297" "6061428" "6111950" "6128378" "6154488" "6212258" "6212258" "6229790" "6236332" "6240178").pn.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/18 13:07
L22	99	("6314092" "6317493" "6385444" "6424675" "6526131" "6751297" "5917624" "6002760" "5956324" "5978459" "6134315" "4791663" "5365545" "5495470" "5500853" "5557616" "5581228" "5602828" "5623480" "5691976" "5703871" "5875217" "4341345" "4345162" "4500158" "4562311" "4588862" "4616897" "4756020" "4889977" "4907986" "4920562" "5004433" "5207583" "5218616" "5259027" "5325223" "5341410" "5349457" "5408519" "5483582" "5487139" "5517562" "5537657" "5572438" "5633922" "5673311" "5682385" "5684710" "5696695").pn.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/18 13:07
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S1	2	("6037934").PN.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2001/12/07 13:46
S2	40	(customer or consumer) adj comment	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2001/12/05 18:47
S3	3411	(customer or consumer) and comment	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2001/12/05 18:46
S4	34	"customer comment"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2001/12/05 18:48
S5	4992	"customer service"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2001/12/05 18:49
S6	676	"customer service" and (comment or feedback)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/01/18 12:51
S7	76	("customer service" and (comment or feedback)) and email	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2001/12/05 19:10
S8	10	http and html and java and xml and hyperlink and "web page" and activeX and (email or e-mail or "electronic mail")	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2001/12/05 19:11
S9	59	("customer service" and (comment or feedback)) and (rank or ranking) and (rate or rating) and company	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2001/12/06 16:13
S10	68	("customer service" and (comment or feedback)) and (rank or ranking) and company	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2001/12/07 13:46

S11	3	("customer service" and (comment or feedback)) and (rank or ranking) near5 (company or business or organization)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2001/12/05 19:25
S12	3	("5862325").PN.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2001/12/06 14:08
S13	0	("customer service" and (comment or feedback)) and (rank or ranking) and (rate or rating) and company and "membership level"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2001/12/06 16:14
S14	0	("customer service" and (comment or feedback)) and (rank or ranking) and (rate or rating) and "membership level"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2001/12/06 16:14
S15	0	(comment or feedback) and (rank or ranking) and (rate or rating) and "membership level"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2001/12/06 16:15
S16	13	"membership level"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2001/12/06 16:15

? show files; ds; save temp; logoff hold
 File 344:Chinese Patents Abs Jan 1985-2006/Jan
 (c) 2006 European Patent Office
 File 347:JAPIO Nov 1976-2005/Aug(Updated 051205)
 (c) 2005 JPO & JAPIO
 File 350:Derwent WPIX 1963-2006/UD,UM &UP=200604
 (c) 2006 Thomson Derwent
 File 371:French Patents 1961-2002/BOPI 200209
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Set	Items	Description
S1	748368	(CUSTOMER? ? OR CONSUMER? ? OR CLIENT? ? OR PURCHASER? ? - OR SHOPPER? ? OR USER? ?)
S2	4861	S1(3N)(COMMENT? ? OR (QUALITATIVE OR QUANTITATIVE)(3N)(FEE- DBACK? ? OR EVALUATION? ?) OR STATEMENT? ? OR CUTICISM? ? OR COMPLAINT? ? OR COMPLIMENT? ? OR SUGGESTION? ? OR REMARK? ? OR RAT??? OR RANK???)
S3	198	S2(5N)(COMPAN??? OR BUSINESS?? OR FIRM? ? OR OUTFIT? ? OR - ENTERPRISE? ? OR ESTABLISHMENT? ? OR MERCHANT? ? OR BUYER? ? OR SELLER? ? OR PRODUCT? ? OR SERVICES? ?)
S4	282	S2(3N)(RECEIV??? OR ACCEPT??? OR GET OR GETTING OR OBTAI- N?)
S5	209	S2(3N)(DOWNLOAD? OR DOWN()LOAD? OR UPDAT??? OR LOAD? OR S- TORE OR STORING OR STORES OR STORED OR SAV???)
S6	123	S2(3N)(DELIVER??? OR SUPPL? OR SEND??? OR GIVING)
S7	25264	(SEND??? OR TRANSFER??? OR FORWARD??? OR PASS??? OR MOV??? OR TRANSMIT??? OR COMMUNICAT???) (3N) (NOTIFICATION OR NOTIFY OR NOTIFYING OR ANNOUNC? OR ALERT??? OR ADVIS??? OR INFORM??? - OR POST??? OR REPORT???)
S8	172	S2(5N)(ACCESS? OR ENTRY OR ENTRANCE OR ALLOWING OR ALLOWA- NCE OR PERMISSION OR PERMIT OR AUTHORIZATION)
S9	13425	(AWARD??? OR GIV??? OR GRANT??? OR ISSUING) (5N) POINT??
S10	717923	NETWORK? ? OR LAN? ? OR WAN? ? OR WEB? ? OR LOCAL()AREA()- NETWORK? ? OR INTERNET? ? OR INTRANET? ?
S11	90	AU=(EVANS, N? OR EVANS N?)
S12	1301442	IC=G06F?
S13	2	S12 AND S11
S14	0	S13 AND S2
S15	4	S3 AND S7
S16	0	S3 AND S9
S17	22	S2 AND S9
S18	20	S17 AND S12
S19	15	S3 AND S4
S20	8	S19 AND S10
S21	8	S20 NOT (S13 OR S15 OR S18)
S22	7	S3 AND S5
S23	7	S22 NOT (S13 OR S15 OR S18 OR S21)

representative (CSR), thus automating **customer** slamming and cramming **complaints** , and **saving** valuable CSR time and also allows for the successful collection and tracking of customer slamming

23/3,K/3 (Item 2 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2006 Thomson Derwent. All rts. reserv.

015237267 **Image available**
WPI Acc No: 2003-298193/200329
XRPX Acc No: N03-237071

User preference rating prediction method during online purchase of products, involves searching optimal path from graph based on assigned nodes to calculate rating associated with user corresponding to predictability relation

Patent Assignee: INT BUSINESS MACHINES CORP (IBMC)
Inventor: AGGARWAL C C; WOLF J L; YU P S
Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 6487541	B1	20021126	US 99236051	A	19990122	200329 B

Priority Applications (No Type Date): US 99236051 A 19990122

Patent Details:

Patent No	Kind	Lan	Pg	Main IPC	Filing Notes
US 6487541	B1		19	G06F-017/60	

Abstract (Basic):

... 1) article of manufacture comprising computer readable medium **storing user preference rating** prediction program; and...

...2) storage medium **storing user preference rating** prediction program...

...For **rating user** preference during online purchase of **product** e.g. compact disk, books, video, etc...

23/3,K/4 (Item 3 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2006 Thomson Derwent. All rts. reserv.

014957452 **Image available**
WPI Acc No: 2003-017966/200301
XRPX Acc No: N03-013841

Network-based customer banking method for providing promotional mailings, involves calculating score indicating propensity of customers to purchase goods or services, based on specific customer related information

Patent Assignee: DECOTIIS A R (DECO-I); REA M M (REAM-I)

Inventor: DECOTIIS A R; REA M M

Number of Countries: 001 Number of Patents: 001

Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Week
US 20020138285	A1	20020926	US 2001816794	A	20010322	200301 B

Priority Applications (No Type Date): US 2001816794 A 20010322

Patent Details:

? show files; ds; save temp; logoff hold

File 2:INSPEC 1898-2006/Dec W4
(c) 2006 Institution of Electrical Engineers

File 35:Dissertation Abs Online 1861-2005/Dec
(c) 2005 ProQuest Info&Learning

File 65:Inside Conferences 1993-2006/Jan W3
(c) 2006 BLDSC all rts. reserv.

File 99:Wilson Appl. Sci & Tech Abs 1983-2006/Dec
(c) 2006 The HW Wilson Co.

File 256:TecInfoSource 82-2005/Feb
(c) 2005 Info.Sources Inc

File 474:New York Times Abs 1969-2006/Jan 14
(c) 2006 The New York Times

File 475:Wall Street Journal Abs 1973-2006/Jan 13
(c) 2006 The New York Times

File 583:Gale Group Globalbase(TM) 1986-2002/Dec 13
(c) 2002 The Gale Group

File 23:CSA Technology Research Database 1963-2006/Jan
(c) 2006 CSA.

File 139:EconLit 1969-2006/Jan
(c) 2006 American Economic Association

Set	Items	Description
S1	1165716	(CUSTOMER? ? OR CONSUMER? ? OR CLIENT? ? OR PURCHASER? ? - OR SHOPPER? ? OR USER? ?)
S2	21167	S1(3N)(COMMENT? ? OR (QUALITATIVE OR QUANTITATIVE)(3N)(FEE- DBACK? ? OR EVALUATION? ?) OR STATEMENT? ? OR CUTICISM? ? OR COMPLAINT? ? OR COMPLIMENT? ? OR SUGGESTION? ? OR REMARK? ? OR RAT??? OR RANK???)
S3	1925	S2(5N)(COMPAN??? OR BUSINESS?? OR FIRM? ? OR OUTFIT? ? OR - ENTERPRISE? ? OR ESTABLISHMENT? ? OR MERCHANT? ? OR BUYER? ? OR SELLER? ? OR PRODUCT? ? OR SERVICES? ?)
S4	523	S2(3N)(RECEIV??? OR ACCEPT??? OR GET OR GETTING OR OBTAI- N?)
S5	255	S2(3N)(DOWNLOAD? OR DOWN()LOAD? OR UPDAT??? OR LOAD? OR S- TORE OR STORING OR STORES OR STORED OR SAV???)
S6	372	S2(3N)(DELIVER??? OR SUPPL? OR SEND??? OR GIVING)
S7	19509	(SEND??? OR TRANSFER??? OR FORWARD??? OR PASS??? OR MOV??? OR TRANSMIT??? OR COMMUNICAT???) (3N)(NOTIFICATION OR NOTIFY OR NOTIFYING OR ANNOUNC? OR ALERT??? OR ADVIS??? OR INFORM??? - OR POST??? OR REPORT???)
S8	427	S2(5N)(ACCESS? OR ENTRY OR ENTRANCE OR ALLOWING OR ALLOWA- NCE OR PERMISSION OR PERMIT OR AUTHORIZATION)
S9	28634	(AWARD??? OR GIV??? OR GRANT??? OR ISSUING)(5N)POINT??
S10	1926850	NETWORK? ? OR LAN? ? OR WAN? ? OR WEB? ? OR LOCAL()AREA()- NETWORK? ? OR INTERNET? ? OR INTRANET? ?
S11	1472	AU=(EVANS, N? OR EVANS N?)
S12	5	S3 AND S7
S13	5	RD (unique items)
S14	3	S13 NOT PY>1999
S15	1	S3 AND S9
S16	1	S15 NOT S14
S17	1	S16 NOT PY>1999
S18	52	S3 AND S4
S19	13	S18 AND S10
S20	10	S19 NOT PY>1999
S21	10	S20 NOT (S14 OR S17)
S22	11	S3 AND S5
S23	9	S22 NOT PY>1999
S24	21	S9 AND S2

S25	14	S24 NOT PY>1999
S26	13	S25 NOT (S23 OR S21 OR S17 OR S14)
S27	8	S9 AND S10 AND S2
S28	4	S27 NOT (S26 OR S23 OR S21 OR S17 OR S14)
S29	0	S28 NOT PY>1999

06017641 INSPEC Abstract Number: C9509-6160S-040

Title: Use of multimedia input in automated image annotation and content-based retrieval

Author(s): Srihari, R.K.

Author Affiliation: CEDAR, State Univ. of New York, Buffalo, NY, USA

Journal: Proceedings of the SPIE - The International Society for Optical Engineering Conference Title: Proc. SPIE - Int. Soc. Opt. Eng. (USA)

vol.2420 p.249-60

Publication Date: 1995 Country of Publication: USA

CODEN: PSISDG ISSN: 0277-786X

U.S. Copyright Clearance Center Code: 0 8194 1767 X/95/\$6.00

Conference Title: Storage and Retrieval for Image and Video Databases III

Conference Sponsor: SPIE; Soc. Imaging Sci. & Technol

Conference Date: 9-10 Feb. 1995 Conference Location: San Jose, CA, USA

Language: English

Subfile: C

Copyright 1995, IEE

...Abstract: caption. In the image retrieval phase, images matching natural language queries are presented to a **user** in a **ranked** order. This phase combines the output of (i) the image interpretation/annotation phase, (ii) statistical...

... retrieval methods, and (iii) image retrieval methods (e.g. colour indexing). The system allows both **point** and click querying on a **given** image as well as intelligent querying across the entire text/image database.

26/3,K/4 (Item 4 from file: 2)

DIALOG(R)File 2:INSPEC

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04853809 INSPEC Abstract Number: B91026801

Title: The future: customer service through a network of networks

Author(s): Kaplan, M.

Author Affiliation: Pacific Bell, San Ramon, CA, USA

Conference Title: NOMS '90 IEEE 1990 Network Operations and Management Symposium 'Operations for the Information Age' (Cat. No.90CH2758-1) p. 1.1/1

Publisher: IEEE, New York, NY, USA

Publication Date: 1990 Country of Publication: USA 925 pp.

Conference Sponsor: IEEE

Conference Date: 11-14 Feb. 1990 Conference Location: San Diego, CA, USA

Language: English

Subfile: B

Abstract: Summary form only **given**. It is **pointed** out that, with a seemingly endless spiral of improved functionality now taken for granted, success...

... the marketplace of the 1990s is apt to turn more on service than on functions. **Customers** will **rate** vendors on how promptly and reliably they get what they want. Customized applications will proliferate...

26/3,K/5 (Item 5 from file: 2)

DIALOG(R)File 2:INSPEC

26/3,K/1 (Item 1 from file: 2)
DIALOG(R)File 2:INSPEC
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07290323 INSPEC Abstract Number: C1999-08-4210-020

Title: A ranking method of fuzzy numbers based on users' preference and its application to decision making

Author(s): Jee-Hyong Lee; Hyung Lee-Kwang
Journal: Journal of KISS(B) (Software and Applications) vol.26, no.3
p.441-51

Publisher: Korea Inf. Sci. Soc,
Publication Date: March 1999 Country of Publication: South Korea
CODEN: CKNBV ISSN: 1226-2285
SICI: 1226-2285(199903)26:3L.441:RMFN;1-H
Material Identity Number: E346-1999-008
Language: Korean
Subfile: C
Copyright 1999, IEE

Abstract: This paper proposes a new ranking method for fuzzy numbers. The proposed **ranking** method takes a **user**'s interest or preference as the view point for evaluation of fuzzy numbers. A user...

... a fuzzy set. The proposed method evaluates and ranks the fuzzy numbers based on the **given** view **point** by the satisfaction function which is used for comparisons between fuzzy numbers. In order to...

26/3,K/2 (Item 2 from file: 2)
DIALOG(R)File 2:INSPEC
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07099561 INSPEC Abstract Number: C9901-7250R-023

Title: Value of search results as a whole as the best single measure of information retrieval performance

Author(s): Su, L.T.
Author Affiliation: Sch. of Inf. Sci., Pittsburgh Univ., PA, USA
Journal: Information Processing & Management vol.34, no.5 p.557-79
Publisher: Elsevier,
Publication Date: Sept. 1998 Country of Publication: UK
CODEN: IPMADK ISSN: 0306-4573
SICI: 0306-4573(199809)34:5L.557:VSRW;1-L
Material Identity Number: I276-98004
U.S. Copyright Clearance Center Code: 0306-4573/98/\$19.00+0.00
Language: English
Subfile: C
Copyright 1998, IEE

...Abstract: The value of search results as a whole is a measure which asks for a **user**'s **rating** on the usefulness of a set of search results based on a Likert 7- **point** scale. This measure **gives** a numerical basis for comparing information retrieval performance but it does not indicate why one...

26/3,K/3 (Item 3 from file: 2)
DIALOG(R)File 2:INSPEC
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File 9:Business & Industry(R) Jul/1994-2006/Jan 13
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File 476:Financial Times Fulltext 1982-2006/Jan 14
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File 610:Business Wire 1999-2006/Jan 13
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File 634:San Jose Mercury Jun 1985-2006/Jan 12
(c) 2006 San Jose Mercury News

File 636:Gale Group Newsletter DB(TM) 1987-2006/Jan 12
(c) 2006 The Gale Group

File 810:Business Wire 1986-1999/Feb 28
(c) 1999 Business Wire

File 813:PR Newswire 1987-1999/Apr 30
(c) 1999 PR Newswire Association Inc

File 625:American Banker Publications 1981-2006/Jan 13
(c) 2006 American Banker

File 268:Banking Info Source 1981-2006/Jan W1
(c) 2006 ProQuest Info&Learning

File 626:Bond Buyer Full Text 1981-2006/Jan 13
(c) 2006 Bond Buyer

File 267:Finance & Banking Newsletters 2006/Jan 09
(c) 2006 Dialog

Set	Items	Description
S1	10734403	(CUSTOMER? ? OR CONSUMER? ? OR CLIENT? ? OR PURCHASER? ? - OR SHOPPER? ? OR USER? ?)
S2	336987	S1(3N)(COMMENT? ? OR (QUALITATIVE OR QUANTITATIVE)(3N)(FEE- DBACK? ? OR EVALUATION? ?) OR STATEMENT? ? OR CUTICISM? ? OR COMPLAINT? ? OR COMPLIMENT? ? OR SUGGESTION? ? OR REMARK? ? OR RAT??? OR RANK???)
S3	60911	S2(5N)(COMPAN??? OR BUSINESS?? OR FIRM? ? OR OUTFIT? ? OR - ENTERPRISE? ? OR ESTABLISHMENT? ? OR MERCHANT? ? OR BUYER? ? OR SELLER? ? OR PRODUCT? ? OR SERVICES? ?)
S4	12568	S2(3N)(RECEIV??? OR ACCEPT??? OR GET OR GETTING OR OBTAI- N?)
S5	3232	S2(3N)(DOWNLOAD? OR DOWN()LOAD? OR UPDAT??? OR LOAD? OR S- TORE OR STORING OR STORES OR STORED OR SAV???)
S6	6689	S2(3N)(DELIVER??? OR SUPPL? OR SEND??? OR GIVING)
S7	953757	(SEND??? OR TRANSFER??? OR FORWARD??? OR PASS??? OR MOV??? OR TRANSMIT??? OR COMMUNICAT???) (3N)(NOTIFICATION OR NOTIFY OR NOTIFYING OR ANNOUNC? OR ALERT? OR ADVIS? OR INFORM? OR POS- T? OR REPORT?)
S8	5256	S2(5N)(ACCESS? OR ENTRY OR ENTRANCE OR ALLOWING OR ALLOWA- NCE OR PERMISSION OR PERMIT OR AUTHORIZATION)
S9	128220	(AWARD??? OR GIV??? OR GRANT??? OR ISSUING)(5N)POINT??
S10	16533007	NETWORK? ? OR LAN? ? OR WAN? ? OR WEB? ? OR LOCAL()AREA()- NETWORK? ? OR INTERNET? ? OR INTRANET? ?
S11	24	AU=(EVANS, N? OR EVANS N?)
S12	0	S11 AND S3
S13	0	RD (unique items)

S14	81	S3(3N)S7
S15	6	S14(3N)S10
S16	4	RD (unique items)
S17	2	S16 NOT PY>1999
S18	0	S3(3N)S9
S19	0	S18 NOT PY>1999
S20	0	S19 NOT (S13 OR S17)
S21	1658	S3(3N)S4
S22	15	S21(3N)S5
S23	15	S22 NOT (S20 OR S13 OR S17)
S24	8	S23 NOT PY>1999
S25	24	S21(7N)S6
S26	24	S25 NOT (S24 OR S20 OR S13 OR S17)
S27	12	S26 NOT PY>1999
S28	35	S3(S)S9
S29	7	S28 NOT PY>1999
S30	7	S29 NOT (S27 OR S24 OR S20 OR S13 OR S17)
S31	86	S3(15N)S7(15N)S10
S32	22	S31 NOT PY>1999
S33	7	S23 NOT (S30 OR S27 OR S24 OR S20 OR S13 OR S17)

24/3,K/1 (Item 1 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
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01765450 Supplier Number: 24515071

Kemper Rolls Out Statements on CD-ROM.

(Kemper Funds distributes account statements to brokers on CD-ROM; aims to set up Internet-based password system by end of 1999)

Financial NetNews, v IV, n 3, p 5

January 18, 1999

DOCUMENT TYPE: Newsletter (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 111

TEXT:

...online yet. Still, many of those clients had requested an easier and faster way to **receive** and **store client statements** than the mail. The **firm** is testing the CD-ROMs with approximately 100 broker/dealers, said Swanson, declining to comment...

24/3,K/2 (Item 2 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
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01745499 Supplier Number: 24513290

Kemper rolls out statements on CD-Rom

(Kemper Funds started supplying brokers with account statements on CD-Rom)

Fund Marketing Alert, v IV, n 3, p 3

January 18, 1999

DOCUMENT TYPE: Newsletter ISSN: 1529-2363 (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 111

TEXT:

...online yet. Still, many of those clients had requested an easier and faster way to **receive** and **store client statements** than the mail. The **firm** is testing the CD-Roms with approximately 100 broker/dealers, said Swanson, declining to comment...

24/3,K/3 (Item 3 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
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01432588 Supplier Number: 24098073 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Fingerhut, to the bone

(The \$1.64 bil Fingerhut saved \$30 mil in costs in 10 months' tests proprietary revolving charge card to replace installment plan)

Catalog Age, v 14, n 13, p 5

December 1997

DOCUMENT TYPE: Journal ISSN: 0740-3119 (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 441

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...about their credit limits, Michielutti says. He estimates that the revolving charge plan, in which **customers receive monthly statements**, should **save the company** \$2 million\$5 million a year by freeing up its operators to handle sales-related...

24/3,K/4 (Item 4 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
(c) 2006 The Gale Group. All rts. reserv.

00941302 Supplier Number: 23465134 (USE FORMAT 7 OR 9 FOR FULLTEXT)
CONOCO DETECTS, DRAINS CONTAMINATED GASOLINE AT HOUSTON AREA STATIONS
(Conoco finds evidence of contaminated gasoline at 45 different locations around Houston, TX)
Houston Chronicle , p N/A
March 23, 1996
DOCUMENT TYPE: Regional Newspaper (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 583

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:
...and Diamond Shamrock (which operates its own stations as well as Stop N Go convenience **stores**) have all **received customer complaints** . These **companies** have said they tested their gasoline and found no contamination.

More than 200 Houston-area...

24/3,K/5 (Item 1 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2006 Dialog. All rts. reserv.

04856506 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Need Paperclips? Big Planet Delivers Office Supplies with
OnlineOfficeSupplies.com Alliance
PR NEWSWIRE
April 01, 1999
JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 729

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... accurate and up to date," said King.
Through the relationship with OOSC, the Big Planet **store** offers flat **rate** pricing nationwide. Therefore, **customers** in any region **receive products** at the same price regardless of whether they live in Manhattan or Des Moines, Iowa...

24/3,K/6 (Item 1 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2006 The Gale Group. All rts. reserv.

04081239 Supplier Number: 53661852 (USE FORMAT 7 FOR FULLTEXT)
KEMPER ROLLS OUT STATEMENTS ON CD-ROM.

? show files; ds; save temp; logoff hold
File 15:ABI/Inform(R) 1971-2006/Jan 13
(c) 2006 ProQuest Info&Learning
File 16:Gale Group PROMT(R) 1990-2006/Jan 13
(c) 2006 The Gale Group
File 148:Gale Group Trade & Industry DB 1976-2006/Jan 13
(c)2006 The Gale Group
File 160:Gale Group PROMT(R) 1972-1989
(c) 1999 The Gale Group
File 275:Gale Group Computer DB(TM) 1983-2006/Jan 13
(c) 2006 The Gale Group
File 621:Gale Group New Prod.Annou.(R) 1985-2006/Jan 13
(c) 2006 The Gale Group

Set	Items	Description
S1	9966625	(CUSTOMER? ? OR CONSUMER? ? OR CLIENT? ? OR PURCHASER? ? - OR SHOPPER? ? OR USER? ?)
S2	314938	S1(3N)(COMMENT? ? OR (QUALITATIVE OR QUANTITATIVE)(3N)(FEE- DBACK? ? OR EVALUATION? ?) OR STATEMENT? ? OR CUTICISM? ? OR COMPLAINT? ? OR COMPLIMENT? ? OR SUGGESTION? ? OR REMARK? ? OR RAT??? OR RANK???)
S3	63107	S2(5N)(COMPAN??? OR BUSINESS?? OR FIRM? ? OR OUTFIT? ? OR - ENTERPRISE? ? OR ESTABLISHMENT? ? OR MERCHANT? ? OR BUYER? ? OR SELLER? ? OR PRODUCT? ? OR SERVICES? ?)
S4	10839	S2(3N)(RECEIV??? OR ACCEPT??? OR GET OR GETTING OR OBTAI- N?)
S5	3789	S2(3N)(DOWNLOAD? OR DOWN()LOAD? OR UPDAT??? OR LOAD? OR S- TORE OR STORING OR STORES OR STORED OR SAV???)
S6	7210	S2(3N)(DELIVER??? OR SUPPL? OR SEND??? OR GIVING)
S7	815938	(SEND??? OR TRANSFER??? OR FORWARD??? OR PASS??? OR MOV??? OR TRANSMIT??? OR COMMUNICAT???) (3N)(NOTIFICATION OR NOTIFY OR NOTIFYING OR ANNOUNC? OR ALERT? OR ADVIS? OR INFORM? OR POS- T? OR REPORT?)
S8	5575	S2(5N)(ACCESS? OR ENTRY OR ENTRANCE OR ALLOWING OR ALLOWA- NCE OR PERMISSION OR PERMIT OR AUTHORIZATION)
S9	67878	(AWARD??? OR GIV??? OR GRANT??? OR ISSUING)(5N)POINT??
S10	11297787	NETWORK? ? OR LAN? ? OR WAN? ? OR WEB? ? OR LOCAL()AREA()- NETWORK? ? OR INTERNET? ? OR INTRANET? ?
S11	315	AU=(EVANS, N? OR EVANS N?)
S12	2	S11 AND S3
S13	1	RD (unique items)
S14	76	S3(3N)S7
S15	10	S14(3N)S10
S16	4	RD (unique items)
S17	2	S16 NOT PY>1999
S18	2	S3(3N)S9
S19	2	S18 NOT PY>1999
S20	2	S19 NOT (S13 OR S17)
S21	1562	S3(3N)S4
S22	11	S21(3N)S5
S23	11	S22 NOT (S20 OR S13 OR S17)
S24	4	S23 NOT PY>1999
S25	15	S21(7N)S6
S26	15	S25 NOT (S24 OR S20 OR S13 OR S17)
S27	7	S26 NOT PY>1999
S28	39	S3(S)S9
S29	23	S28 NOT PY>1999

S30	21	S29 NOT (S27 OR S24 OR S20 OR S13 OR S17)
S31	85	S3(15N)S7(15N)S10
S32	23	S31 NOT PY>1999
S33	7	S23 NOT (S30 OR S27 OR S24 OR S20 OR S13 OR S17)

30/3,K/1 (Item 1 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01904936 05-55928

When customers are king

Sweat, Jeff
Informationweek n754 PP: 362-370 Sep 27, 1999
ISSN: 8750-6874 JRNL CODE: IWK
WORD COUNT: 2487

...TEXT: investing heavily in technology such as the Web, customer-relationship management, and application integration to **give** customers multiple **points** of access and to pull all customer information into centralized locations. The Internet tops the list in importance for **businesses** that try to reach **customers** : Respondents **rated** a corporate Web site or portal a 7.2 on a 1-to-10 scale...

30/3,K/2 (Item 2 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01863373 05-14365

Canada

Anonymous
OECD Economic Outlook n65 PP: 65-69 Jun 1999
ISSN: 0474-5574 JRNL CODE: OEC
WORD COUNT: 1415

...TEXT: some strengthening in domestic demand in response to the end of fiscal contraction, lower interest **rates** and rising **consumer** and **business** confidence should partly compensate for the reduced stimulus from abroad. There are few, if any...

...likely to lead to price increases, inflation is not expected to exceed significantly the mid- **point** of the official target band, **given** its current low level and continued economic slack. Moreover, the external deficit is projected to...

30/3,K/3 (Item 3 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01685125 03-36115

Online lending-- not business as usual

Sindell, Kathleen
Mortgage Banking v58n11 PP: 36-44 Aug 1998
ISSN: 0730-0212 JRNL CODE: MOB
WORD COUNT: 5233

...TEXT: customer via the Internet. The consumer is also shown a series of rate and point **ratios** . If the **consumer** selects a loan **product** , he or she is **given** details of the interest rate, **points** , annual percentage rate (APR), closing costs, taxes and insurance based on the geographical location.